

**City of Saint Paul – Saint Paul Public Library Agency
Library Clerk Job Family Competency Matrix – February 28, 2006**

Effective Date: March 28, 2006

Classification Titles	Library Clerk I Occupation Code: 279B B.U. 01, Grade 009: Salary Info	Library Clerk II Occupation Code: 250 B.U. 01, Grade 016: Salary Info	Library Clerk III Occupation Code: 281B B.U. 01, Grade 023: Salary Info	Library Clerk IV Occupation Code: 282B B.U. 01, Grade 029: Salary Info
General Duty Statement	Performs routine and repetitive clerical library work of limited complexity and variety; assists library customers, prepares library materials for use, and returns library materials to the proper location based on established classification systems. Assists other employees at circulation or information desks, and may be assigned to retrieve materials. Performs other related work as assigned.	Performs routine and intermediate-level clerical library work such as sorting, shelving, retrieving, and circulating library materials. Resolves common challenges that may arise. Assists internal and external customers, and uses the Library of Congress Classification system. Performs other related work as assigned.	Performs highly skilled library clerical work processing the procurement of materials, resources, and tools for an assigned library agency. Schedules lower-level employees. Resolves a full range of challenges using independent judgment. Instructs others in the use of library office equipment and best practice methods regarding sorting, shelving, retrieving, and circulating library materials. Performs other related work as assigned.	Performs expert-level library clerical work of a complex nature. Suggests policy changes; develops and maintains complex work schedules; resolves complex, system-wide challenges utilizing independent judgment. Conducts analyses of office equipment maintenance, replacement, and procurement needs. Practices and instructs others in best practices regarding library work methods. Performs other related work as assigned.
Supervision Received	Works under the immediate supervision of a unit supervisor.	Works under moderate supervision of a unit supervisor or a higher level library clerk.	Works under the general supervision of a unit, division, or department head.	Works under the general supervision of a unit, division, or department head.
Supervision Exercised	None	None	May guide the work or exercise technical supervision over lower-level clerical staff within a unit.	May exercise close, general, or technical supervision over lower-level clerical staff within a unit.

**City of Saint Paul – Saint Paul Public Library Agency
Library Clerk Job Family Competency Matrix – February 28, 2006**

Effective Date: March 28, 2006

Shared Competencies	Library Clerk I	Library Clerk II	Library Clerk III	Library Clerk IV
Technical Expertise	Demonstrates an ability to develop an understanding of current Library organizational structure, practices, policies, procedures, programs, terminology and services including the Library of Congress Classification system and local library classification systems; demonstrates an ability to apply this understanding in the sorting, shelving, retrieval, and circulation of library materials and in resolving basic challenges associated with administrative support work in the libraries.	Demonstrates an ability to quickly gain an understanding of current Library organizational structure, policies, procedures, programs, practices, terminology, and services including an understanding of the Library of Congress Classification system and local library classification systems; demonstrates an ability to apply this understanding in the effective sorting, shelving, retrieval, and circulation of materials and in resolving common challenges associated with administrative support work in the libraries.	Demonstrates a good understanding of current Library organizational structure, policies, procedures, programs, practices, terminology, and services and demonstrates an understanding of common mathematical principles; demonstrates an ability to apply this understanding in suggesting improvements in policies and procedures, in performing basic work scheduling, producing statistical reports, processing the procurement of materials, resources, and tools for an assigned Library agency, and in resolving the full range of challenges associated with administrative support work in the Libraries, system-wide.	Demonstrates an expert understanding of current Library organizational structure, practices, policies, procedures, programs, terminology, and services; demonstrates an ability to apply this understanding in suggesting policy changes and in developing and maintaining complex work scheduling, creating accurate reports, producing detailed resource materials, and in resolving the most complex challenges associated with administrative support work in the Libraries, system-wide.
Technical Expertise <i>Technology</i>	Demonstrates an ability to learn to operate the office equipment and computer software used in conducting operations within an assigned library area; demonstrates an ability to apply this understanding in completing routine work assignments.	Demonstrates an ability to operate modern office equipment and use common computer software applications; demonstrates an ability to quickly learn to effectively operate office equipment and computer software applications that are specific to the operation of the Library; demonstrates an ability to apply this understanding in the resolution of common work related challenges.	Demonstrates an ability to instruct others in the operation of the Library's office equipment and software applications; demonstrates an ability to recognize equipment malfunctions and recommend necessary maintenance and/or replacement of equipment to the appropriate staff.	Demonstrates an expert understanding of the operation of specialized, library specific, office equipment and computer software; demonstrates an ability to conduct analyses of office equipment maintenance, replacement, and procurement needs either for an assigned library agency or system-wide and make appropriate recommendations; demonstrates an ability to apply this understanding and ability in resolving the full range of work related challenges.
Technical Expertise <i>Risk Management and Work Methods</i>	Demonstrates an ability to safely and effectively perform the sorting, shelving, retrieval, and circulation of large volumes of library materials by using step stools, ladders, other equipment, and appropriate lifting methods in the repeated lifting, bending, stretching, standing, walking, labeling, and manipulation of material wrappings in a Library agency.	Demonstrates an ability to safely and effectively perform the sorting, shelving, retrieval, and circulation of large volumes of library materials in a Library agency; demonstrates an ability to identify basic safety risks and recommend changes and encourage others to make changes in work methods.	Demonstrates the ability to instruct others in the most safe and effective methods of sorting, shelving, retrieving, and circulating library materials; demonstrates an ability to identify common safety risks associated with all of the administrative support work of an assigned Library agency and take action to minimize those risks.	Demonstrate an understanding of the most current and effective work methods, i.e., best practices, used in conducting library agency or library system-wide administrative support activities; demonstrates an ability to instruct others in such best practices.

**City of Saint Paul – Saint Paul Public Library Agency
Library Clerk Job Family Competency Matrix – February 28, 2006**

Effective Date: March 28, 2006

Shared Competencies	Library Clerk I	Library Clerk II	Library Clerk III	Library Clerk IV
Project Management, Prioritization, Problem Solving and Planning	<p>Demonstrates an ability to plan and organize work assignments to ensure the continuous movement of library materials.</p> <p>Demonstrates an ability to adapt to a variety of assignments, changes in policies, technology, work schedules, and changes in deadlines for routine tasks.</p> <p>Demonstrates an ability to effectively identify and analyze information that requires attention to detail and quick resolution of basic work associated challenges.</p>	<p>Demonstrates an ability to quickly gain an understanding of the priorities, goals, and objectives of an assigned Library agency and a basic understanding of the Library system-wide mission and vision.</p> <p>Demonstrates an ability to prioritize work by estimating the time required to complete an assignment, and by organizing assignments, duties, and tasks on the basis of their relationship to the priorities, goals and objectives of the assigned Library agency; demonstrates an ability to identify and use appropriate materials, methods, and resources necessary to complete common work assignments within estimated time lines.</p> <p>Demonstrates an ability to effectively resolve emergency situations involving coworkers and/or patrons.</p> <p>Demonstrates an ability to effectively identify and analyze moderately detailed information and resolve common work associated challenges.</p>	<p>Demonstrates a complete understanding of the assigned Library agency's priorities, goals, and objectives; demonstrates a common understanding of the Library system-wide mission and vision.</p> <p>Demonstrates, consistently, an ability to independently prioritize one's own work and assist others in prioritizing, planning, organizing, and completing work assignments.</p> <p>Demonstrates, consistently, an ability to complete work assignments independently and within agreed upon time lines.</p> <p>Demonstrates an ability to assist in the analysis of work flow and identify and use appropriate materials, methods, and resources necessary to complete the full range of assignments associated with the work of an assigned Library agency.</p> <p>Demonstrates an ability to procure materials and resources needed to effectively complete the work of an assigned Library agency; demonstrates an ability to identify improvements in work methods.</p> <p>Demonstrates an ability to effectively identify and analyze information of complex detail and resolve the full range of challenges associated with the work</p>	<p>Demonstrates an expert understanding of the priorities, goals and objectives of the assigned Library agency; demonstrates a good understanding of the Library System operations, demonstrates a common understanding of the Library system-wide mission and vision.</p> <p>Demonstrates, consistently, an ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the complex.</p> <p>Demonstrates, consistently, an ability to independently prioritize one's own work and the work of others.</p> <p>Demonstrates an ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with Library System administrative support work.</p> <p>Demonstrates an ability to coordinate the procurement of materials and resources that are required for the effective completion of the work of an assigned Library agency or agencies, and demonstrates the ability to identify improvements in such procurement processes and procedures.</p> <p>Demonstrates an ability to effectively and thoroughly analyze and organize detailed, complex, and confidential information; demonstrates an ability to identify and resolve the most complex challenges associated with the effective operation of a Library agency.</p>

**City of Saint Paul – Saint Paul Public Library Agency
Library Clerk Job Family Competency Matrix – February 28, 2006**

Effective Date: March 28, 2006

Shared Competencies	Library Clerk I	Library Clerk II	Library Clerk III	Library Clerk IV
<p>Communications</p>	<p>Demonstrates an ability to follow oral and written instructions.</p> <p>Demonstrates an understanding of and respect for the diversity of customers, coworkers, and supervisors, including individuals who may be hearing impaired or whose first language may be one other than English.</p> <p>Demonstrates an ability to effectively listen and speak in a tactful manner with library customers, coworkers, and supervisors.</p>	<p>Demonstrates an ability to follow detailed oral and written instructions.</p> <p>Demonstrates an understanding of and respect for the diversity of customers, coworkers, and supervisors, including individuals who may be hearing impaired or whose first language may be one other than English.</p> <p>Demonstrates an understanding of English grammar, spelling, and proper usage and demonstrates an ability to apply this understanding in written and oral communication.</p> <p>Demonstrates an ability to communicate effectively with coworkers, supervisors, and the public by listening attentively, asking questions, speaking clearly, and by producing written correspondence, such as email, memoranda, and letters that can be easily understood by the intended reader.</p> <p>Demonstrates an ability to answer questions and admit that one does not know the answer to questions that are beyond one's level of expertise and demonstrates an ability to refer questions to more knowledgeable members of the Library staff.</p>	<p>Demonstrates an ability to consistently follow moderately complex oral and written instructions.</p> <p>Demonstrates an understanding of and respect for the diversity of customers, coworkers, and supervisors, including individuals who may be hearing impaired or whose first language may be one other than English.</p> <p>Demonstrates an ability to select and use the most appropriate method of communication with the public, coworkers, and supervisors based on the situation.</p> <p>Demonstrates an ability to assist coworkers and supervisors in communicating with the public by effectively listening, asking questions, and answering questions based on one's level of expertise; demonstrates an understanding of the appropriate staff to which the more complex questions should be directed.</p>	<p>Demonstrates an ability to consistently follow complex oral and written instructions.</p> <p>Demonstrates an understanding of and respect for the diversity of customers, coworkers, and supervisors, including individuals who may be hearing impaired or whose first language may be one other than English.</p> <p>Demonstrates an ability to select and use the most appropriate method of communication with the public or coworkers in situations which may be considered complex, uncomfortable, or confrontational.</p> <p>Demonstrates an ability to facilitate group communication and encourage coworkers and supervisors to ask questions and make recommendations.</p>

**City of Saint Paul – Saint Paul Public Library Agency
Library Clerk Job Family Competency Matrix – February 28, 2006**

Effective Date: March 28, 2006

Shared Competencies	Library Clerk I	Library Clerk II	Library Clerk III	Library Clerk IV
Teamwork, Leadership and Management	<p>Demonstrates an ability to be an effective team member by being self motivated, accepting of assignments willingly, and completing assignments within agreed upon time lines and established standards.</p> <p>Demonstrates an understanding of the specific roles, responsibilities, and expectations of employees within the assigned Library agency and an understanding of the general roles, responsibilities, and expectation of employees within the Library, system-wide.</p> <p>Demonstrates an ability to make decisions both independently and as a part of a group decision-making process.</p> <p>Demonstrates an ability to be punctual, adaptable, and accountable in individual daily work assignments and in work projects with coworkers.</p>	<p>Demonstrates support of others in performing the assigned duties of the Library agency by contributing to the team effort, and by avoiding interpersonal conflict; demonstrates an awareness and support of coworker needs and resources.</p> <p>Demonstrates an ability to make decisions both independently and as a part of a group decision-making process.</p> <p>Demonstrates a willingness to provide help, guidance, and training to team members.</p> <p>Demonstrates an ability to effectively participate on Library agency and system-wide task forces and committees.</p>	<p>Demonstrates an ability to provide effective small group leadership by encouraging individual participation and creativity, by being supportive of others and the group decision making process, by effectively managing conflict, and by providing a good example in identifying and performing tasks that improve the flow of work assigned to the group.</p> <p>Demonstrates an ability to appropriately delegate work, provide constructive feedback in review of employee performance, and provide training and coaching; demonstrates an ability to assist in determining group success factors and monitor individual and group success progress.</p> <p>Demonstrates an ability to effectively participate on Library agency and system-wide task forces and committees and serve as a chair of a task force or committee.</p>	<p>Demonstrates an ability to provide effective leadership to a Library work group assigned to support interagency programs and projects; creates a positive and supportive work environment through demonstrating consideration of others, by being tactful, by encouraging understanding among employees, and by showing an awareness of coworkers' needs and resources.</p> <p>Demonstrates an ability to locate and provide the resources necessary to complete programs and projects including training and equipment.</p> <p>Demonstrates an effective response to change by remaining positive and accepting of the challenges imposed; encourages coworkers to accept change as a normal aspect of work.</p> <p>Demonstrates an understanding of specific roles, responsibilities and expectations of employees within the organization and uses that understanding to establish effective relationships with coworkers.</p> <p>Demonstrates an ability to make decisions both independently and as a part of a group decision-making process; demonstrates the ability to lead the group decision making process.</p> <p>Demonstrates an ability to effectively represent the Library on system-wide and regional task forces and committees; demonstrates an ability to chair system-wide task forces and committees.</p>

**City of Saint Paul – Saint Paul Public Library Agency
Library Clerk Job Family Competency Matrix – February 28, 2006**

Effective Date: March 28, 2006

Shared Competencies	Library Clerk I	Library Clerk II	Library Clerk III	Library Clerk IV
Customer Service	<p>Demonstrates an ability to quickly gain an understanding of the Library system-wide mission and vision and the associated customer service standards.</p> <p>Demonstrates respect for the diversity of all customers, both internal library staff and the public, and demonstrates a commitment to the continuous improvement of customer service.</p> <p>Demonstrates an ability to assist in identifying and responding to the needs of Library customers.</p>	<p>Demonstrates an ability to quickly gain an in depth understanding of the Library system-wide mission and vision and the associated customer service standards.</p> <p>Demonstrates an ability to assist higher level staff in conducting customer service needs analysis; demonstrates an ability to respond, consistently, to customer needs by meeting or exceeding customer expectations and continuously improving customer service.</p> <p>Demonstrates patience and attentiveness in providing customer service; demonstrates an ability to quickly respond to customer service issues that need to be directed to more knowledgeable staff members.</p>	<p>Demonstrates an in depth understanding of the Library system-wide mission and vision and the associated customer service standards by consistently working in accordance with those established standards and by encouraging coworkers to meet or exceed the standards.</p> <p>Demonstrates an ability to promptly and appropriately respond to requests for service from Library customers and coach coworkers in appropriately responding to customer service requests; demonstrates an ability to assist in identifying customer service needs and developing appropriate customer service strategies and standards.</p> <p>Demonstrates an ability to work respectfully with customers and maintain the best possible public relations by responding quickly to customer service requests, by identifying and quickly resolving conflict, and by identifying situations that are beyond one's ability to handle and referring such situations to the appropriate knowledgeable staff member.</p>	<p>Demonstrates an expert understanding of the Library system-wide mission and vision and the associated customer service standards by working to provide a positive example in consistently working in accordance with the established standards, by suggesting improvements to the standards, and by encouraging all staff to meet or exceed the standards.</p> <p>Demonstrates an ability to promptly and appropriately respond to the most difficult requests for service from Library customers by resolving those difficult or complex customer service requests and by quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an ability to assist library professional and management staff in identifying customer service needs and establishing customer service standards by analyzing customer service request data and developing creative service delivery options for the Library, system-wide.</p> <p>Demonstrates an ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by coworkers and supervisors.</p>
Requirements				
Education, Certification, Registration, and other Requirements	Library Clerk I	Library Clerk II	Library Clerk III	Library Clerk IV
	Must be at least 16 years of age and able to read, write, speak, and understand English.	High School diploma or GED and, at least, two years of clerical experience.	High School diploma or GED and four years of clerical experience, two years of which must have been as a Library Clerk II or equivalent.	High School Diploma or GED and six years of clerical experience at least two of which must have been at a Library Clerk III or equivalent.